

CITY COUNCIL AGENDA REPORT

May 6, 2025
Police

TITLE: RECEIVE AN UPDATE ON THE POLICE DEPARTMENT'S OPERATIONS, SERVICES AND ACTIVITIES

SUMMARY

The Police Department has presented reports to the City Council on community policing and department operations for the past four years. This report will focus on annual reporting to include updates in all areas of the police department.

This year, the City is seeing the benefits of adding a crime analyst, which has allowed the Police Department to target and solve certain types of crimes more effectively. Part 1 (more serious) crimes are down 10-15%, and, while still an issue, the City also saw a significant decrease in property crime in 2024. The Department used force in less than 1% of all contacts, and staffing has rebounded and is now stable. In the year ahead, we will continue to focus on recruitment and succession planning, knowing that we have several employees eligible for retirement. Youth engagement efforts grew with the launch of the Cadet Program, helping build a pipeline for future officers. Emergency response times are still being refined, and the department is committed to improving service delivery, while balancing speed and safety.

RECOMMENDATION

Receive an update on the Police Department's operations, services and activities.

BACKGROUND

This report provides updates on key initiatives, including recent crime trends, crime data reporting, personnel investigations, and police staffing. In 2021, the police department began presenting bi-annual reports to the City Council in relation to operations, services, activities, and programs; however, the police department is recommending moving to presenting an annual report. The police department creates an annual report that is very resource intensive and could be used to present to the City Council on an annual basis moving forward. The annual report is all-encompassing and would include data and programmatic information and any other relevant information.

DISCUSSION

This report provides an analysis of Part I crimes for January through December 2024 in comparison to the previous three years, and average, for the same period. Part I persons crimes include homicide, rape, aggravated assault, and robbery. Part 1 property crimes include burglary, larceny, auto theft and arson. The data analytics indicate fluctuations in crime rates during the evaluation periods. Overall, in 2024, Part 1 persons crimes are down 10% compared to the previous year. Robberies are higher again this year, based on the previous year. The majority of Pleasanton robberies are related to retail crime. Police Department staff continue to partner with retailers in robbery prevention efforts. Part 1 property crimes have shown an overall decrease of 15% over the previous year, to include auto theft which has

remained high throughout the region.

The department's addition of a crime and intelligence analyst has enabled staff to use more intelligence-led strategies to address crime spikes and respond proactively. Some of those strategies include placing marked vehicles in areas of increased crime, deploying officers in high-crime and collision areas, and sharing real-time information with regional law enforcement partners and police department staff.

Table 1 below illustrates crime trends in Pleasanton for the past four years.

Table 1

UCR Reporting

| PART I CRIMES | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>2024</u> |
|-------------------------------|--------------------|--------------------|--------------------|--------------------|
| Homicide | 0 | 0 | 3 | 1 |
| Rape | 11 | 11 | 20 | 6 |
| Aggravated Assault | 51 | 53 | 36 | 42 |
| Robbery | 49 | 18 | 33 | 35 |
| <i>Violent Crimes</i> | <i>111</i> | <i>82</i> | <i>92</i> | <i>84</i> |
| Burglary | 121 | 144 | 206 | 155 |
| Larceny/Theft | 907 | 1078 | 1100 | 948 |
| Stolen Vehicle | 113 | 100 | 188 | 171 |
| Arson | 7 | 5 | 6 | 4 |
| <i>Property Crimes</i> | <i>1148</i> | <i>1327</i> | <i>1500</i> | <i>1278</i> |
| TOTAL | 1259 | 1409 | 1592 | 1362 |

Uniform Crime Reports (UCR) v. California Incident-Based Reporting System (CIBRS)

As a reminder, the police department transitioned from the Uniform Crime Reporting System to the California Incident-Based Reporting System as required by the FBI. In December 2024, Pleasanton transitioned to a new Computer Aided Dispatch and Records Management System and with it, CIBRS data collection and reporting. The key difference between CIBRS and UCR is the elimination of the hierarchy rule and single incident reporting. Under the UCR hierarchy rule, only the single most serious offense was reported, regardless of whether other offenses occurred during the same incident. CIBRS will collect up to 10 of the reportable offenses when they occur at the same incident, which is effectively a more accurate way of reporting crime. In addition, using UCR single incident reporting, only one crime is reported for each incident regardless of the number of victims. Using CIBRS, a separate crime is reported for each victim. Effectively, CIBRS incident reporting is more detailed and accurate as compared to the traditional UCR standards, which can lead to post CIBRS misinterpretation of crime data as an increase in crime rather than a by-product of changes in data reporting rules.

Police Activity and Response Times

The police department facilitated 58,492 incidents in 2024, of which 22,014 were self-initiated and 36,478 were requests for service. 2024 saw an increase in officer-initiated activity and a small decrease in requests for service. See Table 2 below.

Table 2**All Calls for Service**

| | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>2021-2023 Average</u> | <u>2024</u> |
|------------------------|---------------|---------------|---------------|--------------------------|---------------|
| On-view/Self Initiated | 27,285 | 22,938 | 21,331 | 23,851 | 22,014 |
| Requests for Service | 36,049 | 37,045 | 38,510 | 37,201 | 36,478 |
| Total Incidents | 63,334 | 59,983 | 59,841 | 61,053 | 58,492 |

Table 3 below identifies the most frequent type of police activity in 2024 as compared to 2023 and to the prior three-year average.

Table 3 - Police Activity

| | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>2021-2023 Average</u> | <u>2024</u> |
|--------------------|-------------|-------------|-------------|--------------------------|-------------|
| TRAFFIC STOP | 13,040 | 11,727 | 9,345 | 11,371 | 5,532 |
| PATROL CHECK | 7,870 | 4,675 | 4,500 | 5,682 | 10,135 |
| ALARM | 1,659 | 1,932 | 2,010 | 1,867 | 2,019 |
| SUSPICIOUS VEHICLE | 1,900 | 2,327 | 2,175 | 2,134 | 2,233 |
| PEDESTRIAN STOP | 865 | 2,002 | 3,214 | 2,027 | 2,734 |
| ILLEGAL PARKER | 1,806 | 1,577 | 2,054 | 1,812 | 1,459 |
| DISTURBANCE | 1,496 | 1,578 | 1,535 | 1,536 | 1,599 |
| WELFARE CHECK | 1,512 | 1,538 | 1,449 | 1,500 | 1,560 |
| SUSPICIOUS PERSON | 874 | 959 | 1,268 | 1,034 | 1,002 |
| ANIMAL CALL | 628 | 1,364 | 1,300 | 1,097 | 1,246 |

In 2024, traffic stops had a noticeable decrease compared to the previous year and 3-year average. The major drop in traffic stops and the rise in patrol checks can be attributed to several factors. One absolute is the absence of the traffic unit in 2024; however, other contributing factors can be directly related to staffing, experience levels of officers, and the significant number of trainees in 2024. Patrol checks were utilized in 2024 as a way to document directed and focused patrol checks at specific locations. The increase in the number of patrol checks also includes activity by the volunteers and three cadets.

Table 4 below outlines the number of traffic stops and dispositions of the stops, parking citations and collision data.

Table 4 - Traffic Data

| | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>2024</u> |
|-----------------------------|-------------|-------------|-------------|-------------|
| Traffic Stops | 13048 | 11727 | 9345 | 5532 |
| Moving/Mechanical Citations | 3417 | 1583 | 1310 | 624 |
| Parking Citations | 1238 | 1030 | 1163 | 1090 |
| Courtesy Citations | 1508 | 948 | 752 | 421 |
| Total Citations | 6163 | 3561 | 3225 | 2135 |
| Non-Injury Collisions | 147 | 147 | 153 | 137 |
| Injury Collisions | 143 | 173 | 216 | 186 |

Use of Force

In 2024, the police department responded to 58,492 incidents involving 1,001 arrests (See Table 6 below). Force was used 87 times; however, 23 were for the display of firearms only. Using all 87 documented uses of force against the number of arrests, force was used .09%.

Table 5

Count of Response to Resistance by Total Incidents

| Type | Number | Percent |
|-------------------------|--------|---------|
| Chemical Agent | 0 | 0.0 |
| Conducted Energy Weapon | 3 | 3.4 |
| Firearm | 23 | 26.4 |
| Control Hold | 45 | 51.7 |
| Kinetic Energy Device | 0 | 0.0 |
| Impact Weapon | 1 | 1.1 |
| K-9 | 0 | 0.0 |
| Other | 0 | 0.0 |
| Vehicle Intervention | 0 | 0.0 |
| Takedown | 15 | 17.2 |
| Total | 87 | 100.0 |

Table 6

Arrests and DUI Statistics (2021-2024)

| Category | 2021 | 2022 | 2023 | 3 Yr Avg | 2024 YTD |
|---------------|------|------|------|----------|----------|
| Adult | 1243 | 1151 | 1185 | 1193 | 957 |
| Juvenile | 30 | 23 | 72 | 42 | 44 |
| Total Arrests | 1273 | 1174 | 1257 | 1235 | 1001 |
| DUI | 101 | 87 | 104 | 97 | 92 |

Dispatch

Dispatch receives all calls into the police department and many after hours for the entire city. There were 66,303 calls that came into dispatch in 2024. Of all inbound calls, 53% generated a call for service, as shown in Table 7 below.

Table 7
Dispatch Call Volume

| | |
|---|-------------------|
| <i>911 calls</i> | <i>17,136</i> |
| <i>10-Digit Emergency Inbound</i> | <i>12,274</i> |
| <i>Admin Inbound</i> | <i>36,893</i> |
| Total All Inbound Calls | 66,303 |
| All Outbound Calls | 21,993 |
| Total Inbound and Outbound Calls | 88,296 |
| Citizen Initiated Calls for Service | 35,182 |
| Percentage of all Inbound calls that generated a CFS | 53% |

Response Times

Police response time goals are established in the General Plan as 4:00 minutes for emergencies and 20:00 minutes for non-emergency calls for service. The average emergency response time in 2024 was 5:16, and the non-emergency response time average was 19:34, as shown in Figures 1 and 2 below. On average, Pleasanton officers arrive on scene within 5:16 minutes of being dispatched. While this does not account for the time it takes to process and assign a call, it provides valuable insight into patrol coverage, traffic impacts, and response effectiveness once an officer is en route. This metric speaks directly to our patrol readiness, beat coverage, and traffic navigation efficiency.

While en route response time is a key performance indicator, it's equally important to recognize that officers must respond to emergencies in a manner that balances urgency with safety. Under California Vehicle Code (21055 VC), law enforcement vehicles may proceed through red lights and exceed posted speed limits only when using lights and sirens, and responding to an emergency call. However, the vehicle code (21056 VC) also clearly states that these privileges do not relieve officers of the duty to drive with due regard for the safety of all persons.

Figure 1

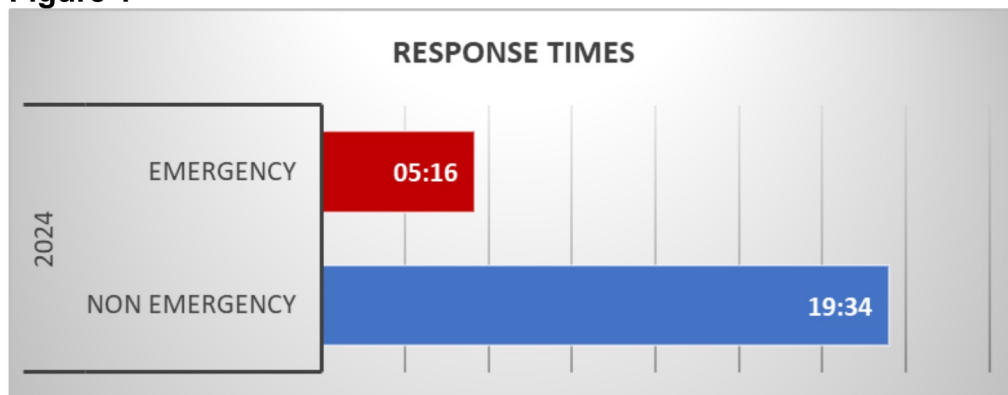
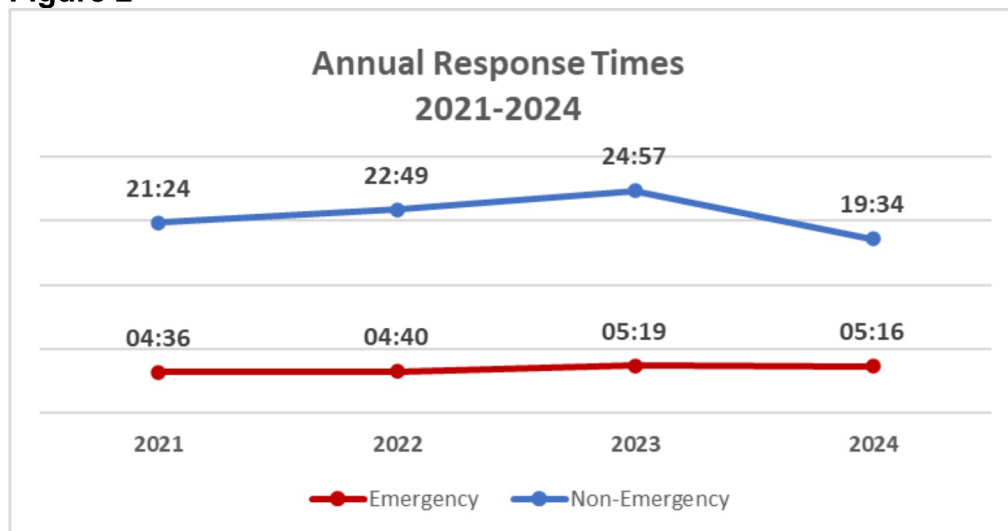


Figure 2



Alternative Response Unit

The Alternate Response Unit (ARU) provides a non-uniformed response to assist community members in a mental health crisis, offers resources to family members, offers resources and long-term solutions to unhoused individuals. In 2024, the ARU responded to an average of 5.1 calls per day; see Table 8 below. ARU works in collaboration with several non-profit organizations for housing needs and encampment clean-ups.

Table 8 - ARU Calls for Service

| Month | Deferred from Patrol | Assisted patrol | Proactive | Total CFS |
|-----------|----------------------|-----------------|-----------|-----------|
| January | 20 | 20 | 25 | 65 |
| February | 41 | 26 | 35 | 102 |
| March | 30 | 26 | 36 | 92 |
| April | 45 | 27 | 41 | 113 |
| May | 39 | 36 | 20 | 95 |
| June | 27 | 21 | 48 | 96 |
| July | 24 | 24 | 42 | 90 |
| August | 45 | 25 | 30 | 100 |
| September | 61 | 34 | 60 | 155 |
| October | 47 | 24 | 100 | 171 |
| November | 46 | 25 | 50 | 121 |
| December | 32 | 15 | 21 | 68 |
| 2024 YTD | 457 | 303 | 508 | 1268 |
| 2023 YTD | 362 | 236 | 241 | 839 |

Personnel Investigations

Personnel investigations occur when a member of the public or a member of the department

expresses concern about an employee's conduct. Generally, a supervisor reviews and investigates each complaint, which is then reviewed by the unit manager, a command officer, and the Chief of Police for impartiality, thoroughness, and accuracy. Depending on the scope and severity of the allegations, the Chief of Police in conjunction with the City's Human Resources Department, may opt to contract with an outside investigator.

At the conclusion of the investigation, each allegation of a policy violation will be assigned one of four possible findings. The finding options are unfounded, not sustained, sustained or exonerated. An "unfounded" finding means the alleged conduct did not occur. A finding of "sustained" means the conduct did occur and resulted in a policy violation. A "not sustained" finding is assigned when there is not enough evidence to determine if a policy violation did or did not occur. An employee is "exonerated" when the conduct did occur, and that conduct was proper and within policy.

Table 9 below illustrates the total number of internally and externally generated complaints from 2020–2024.

Personnel Complaints

During the identified timeframe, the most frequently sustained complaint was internally generated. The use of body-worn cameras has a significant impact to the outcome of citizen-generated complaints. While some complaints may not be sustained for policy violations, the police department takes every complaint seriously and as an opportunity to better the profession and the services it provides.

Table 9 - Internally and Externally Generated Complaints 2020-2024

| | 2020 | 2021 | 2022 | 2023 | 2024* |
|------------------|----------|-----------|----------|----------|-----------|
| Internal | 3 | 8 | 5 | 2 | 9 |
| Citizen | 5 | 3 | 4 | 6 | 10 |
| Total | 8 | 11 | 9 | 8 | 19 |
| Sustained | 1 | 6 | 4 | 2 | 7 |

*Three cases pending as not all investigations have been completed

Clearance Rates

In 2024, the police department cleared 93% of violent crimes, and cleared well above the national average in all violent crime areas. Property crime clearance remained comparable to the three-year average at 21%. These numbers reflect the hard work of the investigative teams, especially in complex violent cases, and reinforce the department's commitment to holding offenders accountable. The police department looks forward to utilizing additional technological resources to improve clearance rates, especially as they relate to property crime.

Table 10

| CLEARANCE RATE | | | |
|----------------------------------|-----------------------|------------|------------------------|
| Pleasanton Police Department | | | FBI National Avg |
| | 2021-2023 3 Yr Avg | 2024 | 2019 |
| VIOLENT CRIMES | | | |
| Homicide | 67% | 200% | 61% |
| Rape | 110% | 133% | 33% |
| Robbery | 51% | 46% | 31% |
| Aggravated Assault | 94% | 124% | 52% |
| Violent Crimes Total | 81% | 93% | 44% |
| PROPERTY CRIMES | | | |
| Burglary | 15% | 14% | 14% |
| Larceny | 24% | 25% | 18% |
| Motor Vehicle Theft | 15% | 6% | 14% |
| Arson | 27% | 25% | 24% |
| Property Crimes Total | 22% | 21% | 18% |
| Simple Assault | 95% | 99% | |
| TOTAL PART 1 CRIMES* | 26% | 26% | |
| *Does not include Simple Assault | | | |

Hiring and Staffing

The department is authorized for 83 sworn positions and 35 professional staff. Under the leadership of the Chief of Police, the department is comprised of three divisions: Operations, Investigations, and Support Services. A captain or commander leads each division. The Operations Division includes uniform patrol, traffic, special events, crime prevention, and animal services. The Investigations Division includes Personnel and Training, Criminal Investigations, Special Enforcement, and Youth and Community Services. Support Services include police Dispatch, Records, and Cadets.

In 2024, 12 sworn members were hired, and five professional staff members were hired. As of April 2025, the department has zero police officer vacancies. There are 8 sworn members on medical leave. There are four police officer trainees in or about to start the academy and two officers in the Field Training Program. There is one officer currently on a yearlong military deployment. Of the 83 sworn members of the police department, 18% are unavailable to be deployed.

The dispatch center and all other professional staff positions are currently filled and functioning at an extremely high level.

Youth Engagement Programming as a Recruitment Mechanism

Recognizing the youth of Pleasanton as future leaders and with the goal of developing a workforce reflective of the community, there has been a strong focus on the department's youth programs. Traditionally, this occurred through the Police Explorer program and the Teen Academy. Recognizing a potential missed opportunity to remain connected to 18–21 year-old

former Explorers, the City launched the Police Cadet Program and hired the police department's first three cadets. The Cadet Program is designed to serve as a pipeline, keeping youth connected to the Pleasanton Police Department. It bridges the time gap between those who age out the Explorer Program and the age eligibility requirement to become a police officer. The part-time work program allows the cadets to begin their working career and continue their formal education. As of April 2025, one cadet has been hired as a police officer and is currently attending the police academy.

Retirements

Although the department has significantly succeeded in its hiring effort over the past 12 months, the City must stay focused on this objective. The Pleasanton Police Department may experience a significant turnover in leadership and a need to fill vacant police officer positions resulting from retirements. In 2025, 12 sworn staff members are either eligible for retirement or will become eligible for retirement. These numbers include one sworn member that has announced their retirement. It is likely that some, but not all, will elect retirement. Table 11 below depicts the number of eligible retirees and the rank each currently holds.

Table 11

| Retirement Eligibility by Rank | |
|--------------------------------|---|
| Captain | 1 |
| Lieutenant | 2 |
| Sergeant | 5 |
| Officer | 4 |

Educational Background

The police department is represented by a team of highly educated and motivated professionals. Currently, 86% of sworn officers hold (or in process) a Bachelor's degree or higher and 27% having earned (or in process) a Master's degree. Seven of the department's dispatchers have advanced certifications beyond standard requirements.

EQUITY AND SUSTAINABILITY

The police department remains committed to serving everyone in the community. This report highlights the department's ongoing work to continue building trust and transparency throughout the city.

OUTREACH

No outreach was conducted, as this item is a routine matter of City business.

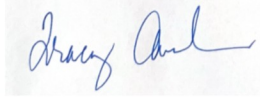
STRATEGIC PLAN ALIGNMENT

This report is aligned with the ONE Pleasanton Strategic Plan goal of *Safeguarding our City* in providing comprehensive public safety services that foster a safe and secure community, and with the Pleasanton Police Department's Strategic Plan to increase community trust and promote a culture of transparency and accountability.

FISCAL IMPACT

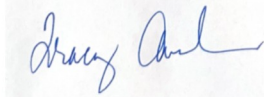
There is no fiscal impact associated with this action.

Prepared by:



Tracy Avelar, Police Chief

Submitted by:



Tracy Avelar, Police Chief

Approved by:



Gerry Beaudin, City
Manager

Attachments:

1. Presentation

Police Department Update

City Council Meeting, May 6, 2025



Background

- Update on Key Areas
 - UCR v. CIBRS Reporting
 - Crime Trends/Activity
 - Personnel Investigations
 - Hiring and Staffing
 - Youth Engagement

